Department of Veterans Affairs

Agency Performance Dashboard   **Q3 FY2018**

Goal Met Key

✔ goal met, ✘ goal not met, ⧖ goal in progress. As determined by comparison of current data and target.

Trend Key

↑ trending in favorable direction, ↔ trend is holding, ↓ trending in unfavorable direction.

Reform and Innovation

MyWisVets users

Metric Definition

The percent increase in MyWisVets users in FY2018 compared to FY2017.

Goal Met	Current	Previous	Target	Trend
⧖	22%	15%	25%	↑
Number of New Users	24,337	22,947		

Reporting Cycle: Quarterly (January 1, 2018 - March 31, 2018)

Additional Details: MyWisVets is an online, web-based system that provides veterans with preliminary information regarding benefits eligibility and expedites the application process. The target of 25% increase in number of users is an annual goal that is reported quarterly.

Efficient and Effective Services

Benefit application processing

Metric Definition

The percent of benefit applications processed within 15 days or less.

Goal Met	Current	Previous	Target	Trend
✔	98%	96%	90%	↑

Reporting Cycle: Quarterly (January 1, 2018 - March 31, 2018)

Additional Details: Connecting eligible veterans to programs and services is a primary component of the department mission. Additionally, it serves as a measure of efficiency of the department staff.

Customer/Taxpayer Satisfaction

Centers for Medicare & Medicaid Studies (CMS) quality rating

Metric Definition

The overall CMS quality ratings for the WDVA skilled nursing facilities.

Goal Met	Current	Previous	Target	Trend
✔	4.66	4.66	4.0	↔

Reporting Cycle: Quarterly (January 1, 2018 - March 31, 2018)

Additional Details: CMS measures the quality of care within all nursing homes that receive reimbursement from Medicare/Medicaid. The CMS rating measurement is a result of reviews completed by CMS related to onsite facility health inspections, staffing and other quality measures for each of the licensed WDVA Veterans Homes. The overall quality rating of the WDVA Veterans Homes is an average of those individual ratings.

Communications Engagement

Metric Definition

Maintain a high engagment rate for bulletins sent via GovDelivery.

Goal Met	Current	Previous	Target	Trend
✘	41%	51%	50%	↓

Reporting Cycle: Quarterly (January 1, 2018 - March 31, 2018)

Additional Details: Since November 2015 WDVA uses GovDelivery, a digital communications platform, to send press releases, newsletters, student veteran news, women veterans news, program bulletins, and job opportunities for veterans, among others. Engagement rate is a calculation of the recipients who were sent a communication and opened it or clicked on a link, compared to those who don't. It determines how many people are interacting with our content or responding to our communications and helps us to shape future communications.

Mental Health & Addition Services for Veterans/Families, to include National Guard/Reserve

Metric Definition

The percent increase of employees and others trainined in Suicide Prevention (QPR).

Goal Met	Current	Previous	Target	Trend
⧗	126%	82%	100%	↑
Number of Participants	250	164	200	

Reporting Cycle: Quarterly (January 1, 2018 - March 31, 2018)

Additional Details: Annual goal is to train 200 individuals representing DVA staff and Veteran Service Organizations and their members on Suicide Prevention and Intervention practices and area resources.

Women Veterans Subscriber Network

Metric Definition

The percent increase of subscribers to the WDVA Women's Veterans Electronic Network.

Goal Met	Current	Previous	Target	Trend
⧗	28%	25%	100%	↑
Number of Subscribers	9,522	8,370	34,086	

Reporting Cycle: Quarterly (January 1, 2018 - March 31, 2018)

Additional Details: The WDVA Women Veterans Electronic Network is an open and interactive communication tool that focuses on the needs and areas of concerns of our Wisconsin female veterans. With the implementation of an electronic communication platform, GovDelivery, the target is to increase the number of subcribes that are actively using our social media network. Currently there is an estimated 34,086 female veterans in Wisconsin.

Open and Transparent Government

Total number of public records requests received

Metric Definition

Total number of public records requests received from 12am CST, July 1, 2018 through 11:59pm September 30, 2018.

Current	Previous	Trend
25	10	↑

Reporting Cycle: Quarterly (January 1, 2018 - March 31, 2018)

Additional Details: Executive Order #235 requires agencies to post public records metrics. Requests may be received verbally or in writing and are logged by the agency when received.

Total number of public records requests completed

Metric Definition

Total number of public records requests completed from 12am CST, July 1, 2018 through 11:59pm September 30, 2018.

Current	Previous	Trend
16	12	↑

Reporting Cycle: Quarterly (January 1, 2018 - March 31, 2018)

Additional Details: Executive Order #235 requires agencies to post public records metrics. Completed or closed means no further action is required by the agency. Requests completed during this reporting cycle may have been initiated during a previous quarter.

Average time taken to fulfill public records requests

Metric Definition

Total time taken (in business days) to fulfill public records requests divided by the total number of public records requests completed in this reporting cycle (from 12am CST, July 1, 2018 through 11:59pm September 30, 2018).

Goal Met	Current	Previous	Target	Trend
✔	6.3 days	6.5 days	10 days	↓

Reporting Cycle: Quarterly (January 1, 2018 - March 31, 2018)

Additional Details: Executive Order #235 requires agencies to post public records metrics. This metric includes requests fulfilled this quarter although the requests may have been initiated in a previous quarter. Weekends, legal holidays, time spent waiting due to an open investigation or assessment, time spent waiting for payment of invoices, and time spent waiting for clarification from requestor are not counted in total business days. Requests received and fulfilled within one business day are calculated as zero days. Fulfilled means no further action is required by the agency.

Percentage of public records requests acknowledged within one business day

Metric Definition

Percentage of public records requests sent to the agency's primary public requests inbox and acknowledged by the next business day (received from 12am CST, July 1, 2018 through 11:59pm September 30, 2018.

Goal Met	Current	Previous	Target	Trend
✔	100%	100%	100%	↔

Reporting Cycle: Quarterly (January 1, 2018 - March 31, 2018)

Additional Details: This does not include requests sent via channels other than the primary public requests inbox. Acknowledged is defined as a response sent back to requestor by the next business day. Business days do not include weekends or legal holidays.

Percentage of current employees completing public records training

Metric Definition

Percentage of current employees that completed public records training by March 1 of each calendar year.

Goal Met	Current	Previous	Target	Trend
✖	97%	99%	100%	↓

Reporting Cycle: Annual (March 1, 2016 - February 28, 2018)

Additional Details: Public records training is available to state employees via our enterprise learning management system. All state employees (permanent, project, and limited term) are required to complete this training. This metric is measured annually on March 1 for employees that started before February 1. Data does not include employees who completed the training, but left employment before the end of the reporting cycle.

Percentage of new employees completing public records training

Metric Definition

Percentage of new employees that completed public records training within 30 calendar days of their start date.

Goal Met	Current	Previous	Target	Trend
✖	93%	99.9%	100%	↓

Reporting Cycle: Quarterly (January 1, 2018 - March 31, 2018)

Additional Details: Public records training is available to state employees via our enterprise learning management system. All new state employees (permanent, project, and limited term) are required to complete the training within 30 calendar days of their start date.

Percentage of exiting employees that received notice of public records retention obligations

Metric Definition

Percentage of exiting employees that received notice of public records retention obligations on or before last day of employment.

Goal Met	Current	Previous	Target	Trend
✔	100%	100%	100%	⬌

Reporting Cycle: Quarterly (January 1, 2018 - March 31, 2018)

Additional Details: It is required that all exiting employees receive notice of public records retention obligations on or before last day of employment.